

Thiraj Dalpadado

Customer Service Representative

Well-organized Multitasking Customer Services Representative Who Is Excellent on Providing All Round Client Services to Ensure Smooth Operation of the Front Office. Very Capable of Managing Variety of Tasks Simultaneously to Ensure Targets Achieved on Time. Properly Focused, Trustworthy Person Consistently Meets the Occupational Needs and Standards. Inbound Sales, Critical Thinking and Decision Making, Supervision and Admin Assistance, Proactive Approach on Problem Solving, Preparation of reports and Presentations, Providing Recommendations, Research's, Clerical Work and Cash Handling are Among the Areas of Expertise.

Experience

- Apr 2007
|
Dec 2008

Lanka Bell Pvt Ltd
Customer Care Representative/ Branch Supervisor
Supervision and maintenance of the branch office according to the company policies to ensure an excellent standard of service. Professional interactions with customers to provide excellent customer service for answers to questions in attempting to resolve complaints and technical assistance. Assisting sales staff in promoting sales and marketing of the designated area.
- Jan 2013
|
Dec 2017

Peppercube Consultants Pvt Ltd
Field Officer (Research and Development)
Conducting Market research to Identify sales strategies and Market Trends to Generate New Leads to Enhance Sales . Preparation of Reports, Summaries and Admin Services after each project conclusion.
- Jan 2017
|
Dec 2023

RKR Distributors Pvt Ltd
Admin Assistant /Customer Services Officer
Providing a full range of office management services that entails planning and organizing daily operations and department's meetings. Supervision of vehicle maintenance, daily collections, office security by following safety procedures. Maintain and update electronic and physical filing systems, ensuring documents are organized and easily accessible. Act as a customer service officer that contact with customers in attempting to resolve complaints.

Education

- Jul 2011
|
Jul 2014

Bachelors of Arts
University of Kelaniya, Sri Lanka
- Jan 2023
|
Aug 2023

Professional Higher Diploma In public Administration
Wayamba IT Campus
- Jul 2001
|
Jul 2002

Diploma in computer Studies
IDM Computer Studies
- Nov 2012
|
Feb 2013

Foundation in Human Resources
Institute of Personnel Management
- Jan 2022
|
Apr 2022

Certificate in Food And Beverages
IBA Campus

Publication

- May 2022

Strengthening and Empowering Rural Administration
Thiraj Dalpadado

Achievement

- Best Branch Office 5S Implementation**
Achieved the Best Branch Office in Kurunegala Cluster in Implementation of 5S System to Branch Operations.

Best Inbound Sales
Best Branch Office Sales in 2008

Additional Info

- Email**

dsthiraj@gmail.com



Contact Info

Phone:
0568974737

Email:
dsthiraj@gmail.com

DOB:
04.11.1982

Gender:
Male

Nationality:
Sri Lankan

Address:
Apartment 406, Al Kharbash Karama
Building 01, Kuwait street, Al Karama,
Dubai.

Skills

- Adaptability
- Attention to detail
- Communication
- Computer
- Conflict resolution
- Creativity
- Customer Service
- Decision-making
- Leadership
- Management
- Marketing
- MS Office
- Problem solving
- public relation
- Teamwork
- Time management
- Writing
- Analytical skills

● **Linkedin**

<https://www.linkedin.com/in/thiraj-dalpadado>

● **Passport No.**

N9770317

● **Visa Status**

Partner Visa

● **Reference**

● **Mr. Rajind Perera**

Director

RKR Distributors Pvt Ltd

rajindperera19@gmail.com

+94704967777

● **Mr. Harendra Rathnayake**

Assistant Commissioner

Election Commission of Sri Lanka

harendrarm601@gmail.com

+94713404098

Language

English

Sinhala

Tamil

Hobbies

Listening to music

Sports

Reading

community involvement

Volunteering